Issuing a claimant commitment by post

Summary

Agent process to post a claimant commitment to a claimant

Diagram

Timescales

Full description

A Claimant Commitment will be issued by post in the following circumstances:

- the claimant has accepted the Claimant Commitment by telephone
- the agent has not been able to contact the claimant to accept their Claimant Commitment

Claimant Commitment accepted by telephone

The agent prints a copy of the Claimant Commitment and sends this to the claimant.

Agent has not been able to contact the claimant to accept their Claimant Commitment

If the claimant is in the No Work Related Requirements (NWRR) Working Enough regime the agent:

1. Accesses a UC419 from the Knowledge Base, populates this with the claimant's details.
2. Prints two copies of the Claimant Commitment.
3. Posts the UC419 and two copies of the Claimant Commitment to the claimant.

If the claimant is in any other Conditionality Regime the agent:

1. Accesses a UC217 from the Knowledge Base, populates this with the claimant's details.
2. Prints two copies of the Claimant Commitment.
3. Posts the UC217 and two copies of the Claimant Commitment to the claimant.

The agent creates a CAMLite task for the return of the Claimant Commitment with the following details:

- Task Type: Generic clerical

- SubType: Action required

- Start task from: 7 days after the Claimant Commitment was issued or 30 days if the claimant has earnings over the Conditionality Earnings Threshold and is entitled to Universal Credit Start Task From: One calendar month after the CC is issued

- SLA: 3 days

- Notes: Claimant Commitment posted, has this been returned accepted?, update WSP and UC portal accordingly

- Assigned to: UC – Work Services

  See CAMlite and Work Service Platform notes

If the claimant accepts the claimant commitment, see Claimant Commitment accepted.

If the claimant does not accept the claimant commitment, see Claimant commitment not accepted

Action when CAMLite task matures - Claimant with earnings over the Conditionality Earnings Threshold and entitled to Universal Credit

If the claimant has not replied, an account developer (AD) checks if their claimant's earnings are still over the Conditionality Earnings Threshold. The AD checks if the claimant still has entitlement to Universal Credit by viewing the latest RTI feed and award letter for the last Assessment Period.

If the claimant's earnings are still over the Conditionality Earnings Threshold but they are still entitled to some Universal Credit, the AD sends a reminder letter.

The agent creates the following CAMLite task for the return of the Claimant Commitment:

- Type: Generic clerical

- Sub type: Action required

- SLA: 3 days

- Start task from: 14 days

- Notes: Postal CC has claimant accepted their CC? Update WSP and UC accordingly

  See CAMlite and Work Service Platform notes

If the claimant accepts the claimant commitment, see Claimant Commitment accepted

If the claimant does not accept the claimant commitment see Claimant Commitment not accepted

If the claimant earnings have increased and they are no longer entitled to Universal Credit do not send a reminder letter.